

Consolidated Water Use Efficiency 2002 PSP

Proposal Part One:

A. Project Information Form

- | | |
|---|--|
| 1. Applying for (select one): | x (a) Prop 13 Urban Water Conservation Capital Outlay Grant
(b) Prop 13 Agricultural Water Conservation Capital Outlay Feasibility Study Grant
(c) DWR Water Use Efficiency Project |
| 2. Principal applicant (Organization or affiliation): | San Diego County Water Authority |
| 3. Project Title: | Residential High-Efficiency Clothes Water Voucher Program |
| 4. Person authorized to sign and submit proposal: | Ken Weinberg, Director of Water Resources
4677 Overland Avenue, San Diego, CA 92123
(858) 522-6741
(858) 268-7881
kweinberg@sdewa.org |
| 5. Contact person (if different): | Cindy Hansen, Water Resources Specialist
4677 Overland Avenue, San Diego, CA 92123
(858) 522-6747
(858) 268-7881
chansen@sdewa.org |
| 6. Funds requested (dollar amount): | \$1,350,000 |
| 7. Applicant funds pledged (dollar amount): | \$2,396,760 |
| 8. Total project costs: | \$3,764,760 |
| 9. Estimated total quantifiable project benefits (dollar amount): | \$3,745,350 |
| Percentage of benefit to be accrued by applicant: | 100% |
| Percentage of benefit to be accrued by CALFED or others: | CALFED receives the non-quantified benefits listed in the Benefits and Costs section of the proposal. |

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10. Estimated annual amount of water to be saved (acre-feet): average of 363 AF
- Estimated total amount of water to be saved (acre-feet): 5,075 AF
- Over 14 years
- Estimated benefits to be realized in terms of water quality, instream flow, other:
- Improve water quality for all uses reducing demand on the Delta.
 - Improve and increase aquatic habitats and improve ecological functions.
 - Provide a new water supply that can be used to meet a portion of existing and future demands.
11. Duration - (month/year to month/year): September 2002 through June 2005
12. State Assembly district(s) where the project is to be conducted: State Assembly districts - 66th, 73rd, 74th, 75th, 76th, 77th, 78th, 79th
13. State Senate district(s) where the project is to be conducted: State Senate districts - 36th, 37th, 38th, 39th, 40th
14. Congressional district(s) where the project is to be conducted: Congressional districts - 48th, 49th, 50th, 51st, 52nd
15. County where the project is to be conducted: San Diego County
16. Date most recent Urban Water Management Plan submitted to the Department of Water Resources: December 2000
17. Type of applicant (select one):
- Prop 13 Urban Grants and Prop 13 Agricultural Feasibility Study Grants:
- ☐ (a) city
 - ☐ (b) county
 - ☐ (c) city and county
 - ☐ (d) joint powers authority
 - ☒ (e) other political subdivision of the State, including public water district
 - ☐ (f) incorporated mutual water company
 - ☐ (g) investor-owned utility
 - ☐ (h) non-profit organization
 - ☐ (i) tribe
 - ☐ (j) university
 - ☐ (k) state agency
 - ☐ (l) federal agency
- DWR WUE Projects: the above entities (a) through (f) or:

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18. Project focus:
- ☐ (a) agricultural
- ☒ (b) urban
19. Project type (select one):
- Prop 13 Urban Grant of Prop 13
Agricultural Feasibility Study Grant
capital outlay project related to:
- ☒ (a) implementation of Urban Best Management Practices
- ☐ (b) implementation of Agricultural Efficient Water Management Practices
- ☐ (c) implementation of Quantifiable Objectives (includes QO number(s))
- ☐ (d) other (specify)
- DWR WUE Project related to:
- ☐ (e) implementation of Urban Best Management Practices
- ☐ (f) implementation of Agricultural Efficient Water Management Practices
- ☐ (g) implementation of Quantifiable Objectives (includes QO number(s))
- ☐ (h) innovative projects (initial investigation of new technologies, methodologies, approaches, or institutional frameworks)
- ☐ (i) research of pilot projects
- ☐ (j) education or public information programs
- ☐ (k) other (specify)
20. Do the actions in this proposal involve physical changes in land use, or potential future changes in land use?
- ☐ (a) yes
- ☒ (b) no

Consolidated Water Use Efficiency 2002 PSP Proposal Part Two

A. Scope of Work: Relevance and Importance

1. Nature, Scope and Objectives of Project

The market for residential high-efficiency clothes washers (HEW) is continuing to develop as domestic manufacturers are producing more models, broadening the selection over the last few years. It was anticipated that the price of HEWs would come down as more manufacturers entered the market. Unfortunately, many new models retain the high retail price. To offset these higher prices, eligible customers can use the incentive in the form of a voucher that is redeemed for a point-of-purchase discount to reduce the cost of these more expensive machines.

To achieve program objectives, we anticipate providing financial incentives of \$125 per HEW to encourage the installation of 22,500 highly efficient clothes washers by June 30, 2005. The Authority and its member agencies will provide \$61 per unit, and Metropolitan Water District of Southern California will also contribute \$35 per unit. The program administration fee is \$31 per unit. To maintain the \$125 per unit incentive, it is necessary to obtain additional funding from the State.

The Authority has extensive experience managing water conservation programs. With Prop 13 funds, the program could continue to expand water conservation efforts to help realize greater water savings sooner than would be provided by our limited local economic resources. The larger dollar amount will allow financial incentives to provide assistance to more residents and will encourage water customers to choose the water saving devices. Reducing residential water use is a low cost alternative to new water supplies. We anticipate the project to begin utilizing the Prop 13 grant funding in January 2003. The water savings for the San Diego region could be realized immediately since the funding is augmenting an active program.

The water savings for the 22,500 HEWs amounts to 5,075¹ over the life of the machines. Should the financial incentive be reduced, customers will be more likely to purchase a lower-cost standard clothes washer. This would decrease the amount of water savings.

2. Critical Local, Regional, Bay-Delta, State, or Federal Issues

Water use efficiency investments can yield real water supply benefits to urban users in the short term and can also generate significant benefits in water quality and timing of instream flows. The program goal is to expand and accelerate the implementation of cost-effective actions. To maximize the amount of water saved, the incentive amount

¹ Based on California Urban Water Conservation Council adopted savings of 5,250 gallons per year per machine, memo dated May 1, 2000.

must be increased to encourage the purchase of these high-efficiency models over the standard top-loader. For \$266 an acre-foot, the California Department of Water Resources (DWR) can decrease local demand, thereby decreasing the amount of water to be pumped from the Bay-Delta area.

The Authority makes significant investments in programs that minimize demand for Bay-Delta water by producing a new water supply to meet a portion of existing and future water demands. Incentives for 22,500 HEWs would provide water savings of 5,075 acre-feet over the life of the washers at a cost to the State of \$266 per acre-foot. The cost for the entire program is projected to be \$3,745,350. This includes the incentive, administrative fees charged by the contractor, and Authority program management staff time. The Authority's cost to purchase treated water is \$431 per acre-foot, while the local water agency funding cost for this program is \$425 per acre-foot.

The Authority's mission is to provide a safe and reliable water supply to its member agencies² at a reasonable cost. The Authority's 2000 Urban Water Management Plan calls for implementing a residential clothes washer incentive program to realize potential annual water conservation savings of 5,000 acre-feet in FY 2020. To accomplish this, it is necessary to provide incentives for 5,000 HEWs in FY 2003; 7,500 HEWs in FY 2004; and 10,000 HEWs in FY 2005. This target is appropriate for the current staffing and funding levels set by the Authority's Board of Directors.

The Authority's Strategic Plan, Urban Water Management Plan, and Water Resources Plan all require full implementation of all applicable Best Management Practices (BMP) of the Memorandum of Understanding for Urban Water Conservation (MOU). This program fulfills BMP 6 - high-efficiency washing machine rebate programs.

This program also impacts energy use in California. Use of these highly efficient machines reduces the demand for both electricity and natural gas. Since these machines use up to 40% less water than the standard models, less heated water is required for cleaning clothes. Also, since the final spin in HEWs is significantly higher than standard washers, the remaining moisture content is lower, which means less energy to dry the clothes since drying time is cut substantially. The energy savings per HEW per year is 571 kWh, with dryer savings amounting to an additional 630 kWh per year³.

² Refer to Attachment A for a map of the Authority's service area.

³ Preliminary Estimates of Energy & Water Savings Potential for Residential Clothes Washers, Commercial Clothes Washers, Commercial Dishwashers, Discussion Handout, prepared by M.Cubed for the California Urban Water Conservation Council, March 20, 2001.

B. SCOPE OF WORK: Technical/Scientific Merit, Feasibility, Monitoring and Assessment

1. Methods and Procedures

The Authority operates a regional Residential High-Efficiency Clothes Washer Voucher Program to provide incentives for the purchase of water efficient washing machines in lieu of standard non-efficient models. A contractor administers the program under Authority management. This program is budgeted for \$780,000 in fiscal year 2003; \$1,170,000 in fiscal year 2004; and \$1,560,000 in fiscal year 2005. Funding is provided from the Authority, its member agencies, and the Metropolitan Water District of Southern California. The Authority currently contracts with CALFED to provide funding for 5,000 HEWs. This funding is expected to run out by the end of calendar year 2002.

Customers who choose to participate call the Voucher Processing Center to request a voucher for a highly efficient clothes washer. If the customer is eligible, a voucher is sent to the customer to be used for the purchase of a high-efficiency clothes washer. The voucher is a pre-printed form that enables the customer to receive the discount at the time of purchase so the cost of the machine is reduced directly to the customer. This financial incentive (discount) is advanced by the store when the customer redeems the voucher. The store submits the expended voucher to the Consultant (Honeywell DMC) for reimbursement. HDMC, in turn, invoices the Authority biweekly and the Authority invoices the funding agencies quarterly.

The Authority initiated a pilot program this year where a customer could call the Voucher Processing Center to request an immediate voucher. If the customer is eligible, the voucher would be faxed to the retail store to be used instantaneously by that customer. If the customer does not use the voucher at that specific store the same day the voucher was requested and faxed, the voucher would be voided in the system. Many retail stores are concerned that a "sale" that leaves the store may be a lost sale. The faxed voucher process allows the store to complete the purchasing at the one visit. The store would follow the remaining procedures for reimbursement of the funds fronted to the customer for the HEW purchase. Within 30 days of reimbursing the Dealer, 15% of the washers have an on-site installation verification performed.

All Authority conservation programs have built-in quality assurance and quality control measures to insure funds are properly expended and program guidelines have been followed. Data is available in paper and electronic format for analysis. Water savings are calculated on a per machine basis under normal use.

2. Task List and Schedule

The residential HEW Voucher Incentive Program has been operating since September 2000. The Authority is currently utilizing a CALFED matching fund grant for 5,000 HEWs. We anticipate those funds will be depleted by the end of calendar year 2002, and funding of this proposal will keep the dollar amount of the incentive at the current

level by utilizing a Prop 13 grant. Vouchers will be issued until all 22,500 have been used.

The Authority has signed program-funding agreements with its member agencies and the Metropolitan Water District through June 30, 2004. We plan to operate the program year round until these agreements terminate. The Authority anticipates funding agreements will then be signed with all concerned parties to insure the program run seamlessly through June 30, 2005.

State and local funding for each fiscal year is broken out below. The total program cost for the customer incentive and administration fee for the 22,500 HEW vouchers is \$3,510,000 over three years.

Cost Breakdown

	FY 03	FY 04	FY 05	TOTAL
State	\$300,000	\$450,000	\$600,000	\$1,350,000
Local Share	<u>\$480,000</u>	<u>\$720,000</u>	<u>\$960,000</u>	<u>\$2,160,000</u>
	\$780,000	\$1,170,000	\$1,560,000	\$3,510,000

3. Monitoring and Assessment

Monitoring the Voucher Program is a requisite task that calls for weekly, monthly, quarterly, and annual program reports. Authority staff maintains a close working relationship with the contractor by overseeing all components of the program. The Authority's program manager communicates daily via phone calls, e-mail, and faxes.

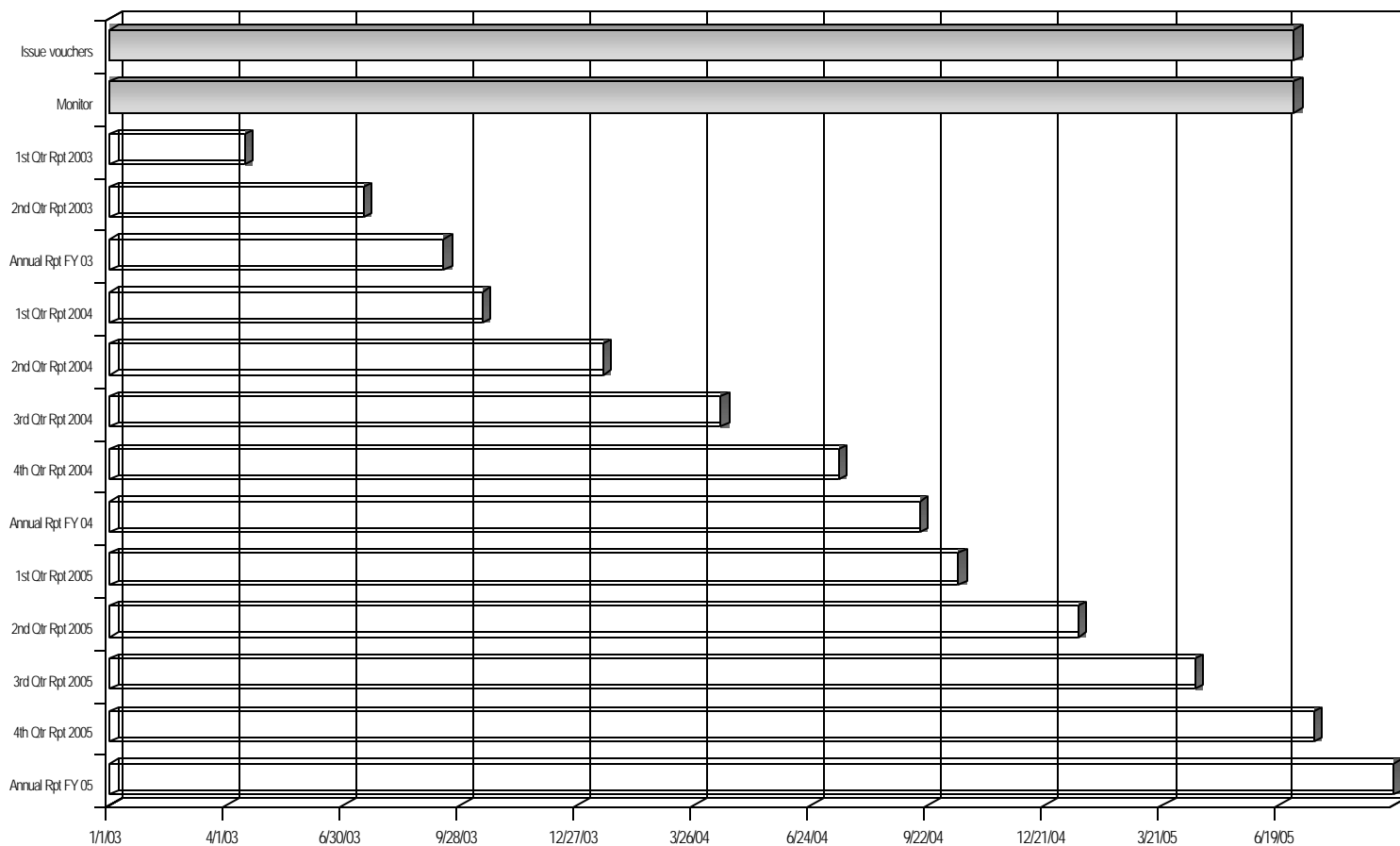
The contractor is required to perform a minimum 15% on-site inspections of customers who redeemed HEW vouchers. Authority Quality Control (QC) personnel, independent of the program manager, perform random, unannounced ride-alongs of these inspections. QC procedures also require all original documentation be forwarded to the Authority and staff reviews a minimum 15% of this documentation. In addition, the Authority QC staff perform phone surveys on both participants that were inspected and participants that were not selected for inspection. The purpose of these phone surveys is to insure the consultant is administering the program properly. All invoices are reviewed by the program manager's supervisor and any amount over \$10,000 is reviewed and approved by the Authority's Director of Water Resources. Random audits of all Authority programs are also performed by independent outside auditing firms under the direction of the Authority's Finance Department.

The Authority will submit quarterly reports to DWR which will be the basis for invoicing DWR. The reports will show the number of vouchers issued and redeemed, the percentage of the project completed, total funds expended to date broken down between DWR and local share, and a narrative of activities performed during each quarter. The Authority will also provide DWR with annual reports.

All information is retained in paper and electronic format and is accessible to all funding partners. The Authority is governed by the Public Information Act so data is available upon written request.

The timeline below provides for the entire three-year project. The timeline depicts the two major program tasks: (1) provide the customers incentives to purchase the highly efficient clothes washers and (2) perform installation verifications. The required quarterly and annual reporting dates to DWR are also included.

HEW Voucher Program Timeline



C. QUALIFICATIONS of the APPLICANT

The program is implemented by the San Diego County Water Authority. The mission of the Authority is to provide a safe and reliable supply of water to its member agencies servicing the San Diego region. Demand management, or water conservation, is frequently the lowest-cost resource available to the Authority and its member agencies. Water conservation is a well-established component in ensuring that there will be a reliable water supply in the future for the increasing population and commerce of our local region. Over the long term, conservation measures serve to defer or limit rate increases by reducing the region's need for other, more expensive supplies and increased infrastructure.

Since the Program's inception, the Authority and its member agencies have provided incentives for the installation of resource-saving devices. Projected water savings and effectiveness are based on industry standard methodologies for calculating savings, as defined by the California Urban Water Conservation Council (CUWCC).

1. Program Manager

Refer to Attachment B.

2. External Cooperators

The program will be operated by Honeywell DMC Services, Inc (HDMC). HDMC has been serving the resources management needs of water, gas, and electric utilities for over 22 years. This includes extensive experience in voucher and rebate processing, measure installations, water and energy surveys, and customer education and support services.

HDMC will be responsible for all aspects of the implementation of the Residential High-Efficiency Clothes Washer Voucher Program in conjunction with and under the guidance of the Authority. HDMC will oversee all phases of the program, including but not limited to, processing vouchers, marketing, promotion, and developing materials associated with the program. HDMC operates the existing program with a three-year contract, which extends until June 30, 2004.

HDMC has been a pioneer in the water industry for more than 15 years, designing and implementing some of the most successful water conservation programs ever delivered. HDMC is the premiere voucher-processing vendor in the industry. For each of the clients they serve, HDMC has met or exceeded the Program goals.

Working in cooperation with HDMC is WSA Marketing, a locally based marketing and communications firm. WSA has provided extensive education, outreach, public relations, advertising, and direct-marketing activities on behalf of the Authority's Voucher Program. At the core of its marketing strategy is the belief that promoting installation of water-efficient fixtures need not be the work of water agencies alone.

WSA utilizes its existing relationships with manufacturers and suppliers of fixtures/equipment to increase Program participation and improve point-of-purchase service to water agency customers, thereby expanding the Program's marketing reach.

HDMC and WSA Marketing have created relationships with owners, managers and related customer service supervisors and staff at water-efficient product suppliers throughout San Diego County. Included in their collective network are more than one hundred wholesale and retail locations in the San Diego County with thousands of employees serving Program customers. HDMC and WSA currently have working relationships with more than 300 business owners and key employees at San Diego County wholesale and retail suppliers, as well as an understanding of suppliers' business profiles, sales operations and accounting policies and procedures as they relate to voucher processing.

D. BENEFITS and COSTS

1. Budget Breakdown and Justification

The capital outlay for the Residential HEW Voucher Program involves three components. These are:

Voucher - With Prop 13 funding the voucher level will remain at \$125 to encourage customers to purchase HEWs instead of the standard top-loader. The current funding levels are based on the avoided costs of saving water in lieu of purchasing the water at a cost of \$431 per acre-foot. At the current level, the water savings cost to local agencies is \$426 per acre-foot.

Administrative Fee - The current administrative fee charged by HDMC is \$31 per unit through FY 03. This fee covers voucher processing, marketing, and promotion, and installation verification for 15% of participating customers randomly computer selected.

Authority Staff Time - Authority staff time comprises 6% of the total budget. The Authority's program manager charges 25% of her time and salary to the HEW portion of the program. The Quality Control personnel spend almost 3% of staff time performing on-site inspections and reviewing original documentation.

Budget Summary

<i>Item</i>	<i>Amount</i>	<i>Units</i>	<i>Qty</i>	<i>Total Cost</i>	<i>Units</i>	<i>Life (yrs)</i>	<i>Local Share (\$)</i>	<i>DWR Request (\$)</i>
Salaries & Wages								
Program Mgmt	66,950	\$/year	3	200,850	\$/year	3	200,850	0
Monitoring	11,970	\$/year	3	35,910	\$/year	3	35,910	0
Fringe benefits (included in salaries and wages)								
Equipment								
HEWs	125	\$/machine	22,500	2,812,500		14	1,687,500	1,125,000
Services or Consultants								
Program admin	31	\$/machine	22,500	697,500		3	472,500	225,000
Total estimated costs				3,746,750			2,396,760	1,350,000

2. Cost Sharing

The Authority is the lead agency for the HEW Voucher Program. Retail water agencies providing funding are the Carlsbad Municipal Water District, City of Del Mar, City of Escondido, Helix Water District, Lakeside Water District, City of Oceanside, Olivenhain Municipal Water District, Otay Water District, Padre Dam Municipal Water District, City of Poway, Ramona Municipal Water District, Rincon del Diablo Municipal Water District, Riverview Water District, City of San Diego, San Dieguito Water District, Santa Fe Irrigation District, Sweetwater Authority, Vallecitos Water District, Valley Center Municipal Water District, and Vista Irrigation District. The Metropolitan Water District of Southern California and the CALFED Bay-Delta Program also co-fund the current HEW Voucher Program.

The Authority has agreements with all participating retail water agencies and the Metropolitan Water District effective through June 30, 2004. The Authority anticipates amending the term of these agreements through June 30, 2005.

The Authority has a contract with the CALFED effective through June 30, 2003. CALFED provides funding for 5,000 HEW incentives from September 2001 through the term of the contract. The Authority anticipates utilizing this funding through the end of calendar year 2002, when all 5,000 incentives will be distributed. The Authority proposes the Prop 13 funding begin at the beginning of calendar year 2003 to replace the CALFED funds.

3. Benefit Summary and Breakdown

This program is consistent with CALFED's objectives as identified in the June 9, 2000, Framework for Action and the subsequent Record of Decision. An expanded HEW program will expedite the amount of water saved through conservation.

Depending on local conditions, between 75% and 95% of the water used in San Diego County is imported by the Authority from the Colorado River and Northern California, via the State Water Project. Water saved through the Authority's incentive programs will

therefore directly reduce the need for additional imported water supplies from the San Francisco Bay-Sacramento/San Joaquin River Delta (Bay-Delta). The savings represent a net increase in fresh water supplies since the water would otherwise be discharged to the Pacific Ocean and would be unavailable for reuse. Conservation programs developed as a result of the study will support CALFED's objectives by doing the following:

- Improve water quality for all uses reducing demands on the Delta during those times of the years when water diversions can contribute to elevated salinity levels.
- Improve and increase aquatic habitats and improve ecological functions in the Bay-Delta by reducing the need for water diversions during dry years and dry periods when the impact of diversions on fish is highest.
- Reduce the mismatch between Bay-Delta water supplies and current and projected beneficial uses by providing a new water supply that can be used to meet a portion of existing and future demands.

4. Assessment of Costs and Benefits

The following table summarizes the costs and benefits of the proposed project. As noted in the table, all costs and benefits are expressed in year 2001 dollars. A 6% discount rate has been used. Many of the benefits to the State are non-quantifiable and achieve CALFED's purpose as stated in its Mission Statement, Objectives, and Solution Principles.

The Authority and State share in the benefit of avoiding the costs to import water from the Bay-Delta. Water conservation is a long-term solution to the problems in the Bay-Delta Estuary. This solution meets the principles that guide CALFED. Efficiently using the State's limited water resources is both a local and statewide achievement.

Summary of Quantified and Non-Quantified Costs and Benefits

Item	Amount	Units	Qty	Total Cost	Unit s	Life (years)	Present Value ²	Beneficiary
Quantified Costs								
Program mgmt (includes fringe benefits)	66,950	\$/year	3	200,850	\$	3	178,958	n/a
Monitoring	11,970	\$/year	3	35,910	\$	3	31,996	n/a
HEWs	125	\$/machine	22,500	2,812,500	\$	3	2,473,518	n/a
Program admin	31	\$/machine	22,500	697,500	\$	3	613,433	n/a
Subtotal				3,746,760			3,297,905	
Quantified Benefits								
Water savings	5,075 ¹	acre-foot	\$738 ⁴	3,745,350	\$	14	3,276,047 ³	water districts, ratepayers
Subtotal							3,276,047	
Non-Quantified Costs [None]								
Non-Quantified Benefits								
Water supply reliability	n/a	n/a	n/a	n/a	n/a	n/a	n/a	water districts, ratepayers
Improved water quality	n/a	n/a	n/a	n/a	n/a	n/a	n/a	CALFED, water districts
Improved ecology	n/a	n/a	n/a	n/a	n/a	n/a	n/a	CALFED
Pumping reduction	n/a	n/a	n/a	n/a	n/a	n/a	n/a	CALFED
Analysis Assumptions Present value of costs and benefits are provided in year 2001 dollars All dollars have been rounded ¹ Based on CUWCC adopted savings of 5,250 gallons per year per machine over the 14-year life of each machine. Actual savings may be higher since the Authority only offers incentives on machines with a water factor ≤ 9.5 . ² Annualized 6% discount rate. ³ Calculated water purchase cost at 3% annual increase. ⁴ Annualized cost of water @ 6% discount rate is \$646/AF.								

The total cost of the Residential HEW Voucher Program over three years is \$3,297,905 in present value dollars. The local cost is \$2,110,616 in present value dollars. The direct benefit to the Authority is 5,075 acre-feet of reliable water that offsets the expense of importing water. Since the cost to the Authority is \$2,110,616 in present value dollars and the benefit to the Authority is \$3,276,047 in present value dollars, this program is locally cost effective ($3,276,047 / 2,110,616 = 1.55$).

Breakdown of State and Local Costs

<i>Item</i>	<i>Amount</i>	<i>Qty</i>	<i>Total Cost</i>	<i>Term (years)</i>	<i>Total Cost (present value)</i>	<i>State Cost (present value)</i>	<i>Local Cost (present value)</i>
Program mgmt (includes fringe benefits)	66,950	3 years	200,850	3	178,958	0	178,957
Monitoring	11,970	3 years	35,910	3	31,996	0	31,996
HEWs	125	22,500 HEWs	2,812,500	3	2,473,518	989,407	1,286,230
Program admin	31	22,500 HEWs	697,500	3	613,433	197,882	613,433
Subtotal					3,297,905	1,187,289	2,110,616
Analysis Assumptions Present value of costs are provided in year 2001 dollars. Annualized 6% discount was used. All dollars have been rounded.							

E. OUTREACH, COMMUNITY INVOLVEMENT and ACCEPTANCE

Outreach Efforts

This program has no formal outreach program but does provide bilingual information and brochures and is required to have bilingual staff available during business hours. The contractor is required to strategize ways to promote the HEW voucher program in disadvantaged communities. Many agencies partnering in the program with the Authority also provide information about the program on water bills, newsletters, web sites, and on-hold phone messages. By providing the discount at the time of purchase rather than have the consumer pay the entire cost up front and then later receive an after-purchase rebate, the incentives are available to a larger population that includes residents in disadvantaged areas.

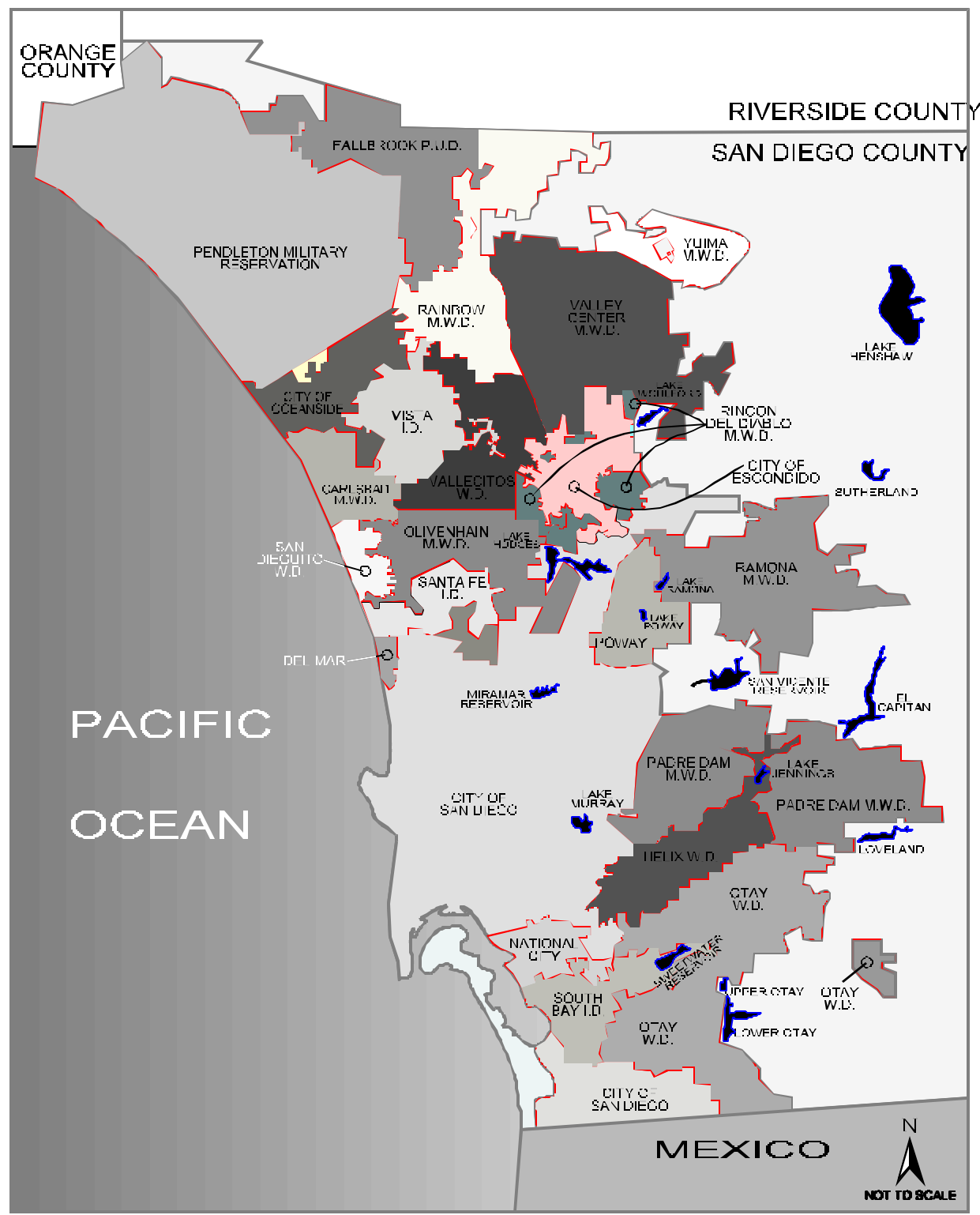
The Authority is strongly committed to its Small Contractor Outreach and Opportunity (SCOOP) Program and expects Authority contractors to demonstrate commitment to equal economic opportunity as well. Contractors are strongly recommended to make meaningful subcontracting and employment opportunities available to all interested and qualified firms and individuals, including small businesses that are owned and controlled by a socially and economically disadvantaged individual(s) or a disabled veteran(s). The current contractor subcontracts marketing/customer outreach, software development, printing, and graphic design to SCOOP qualified businesses.

The San Diego Association of Governments (SANDAG), the regional planning and growth management review board for the San Diego region, finds the HEW program is

compatible with the Regional Growth Management Strategy⁴. This letter was submitted to CALFED as part of the Water Use Efficiency grant requirements.

No letters have been sent to cooperating agencies notifying them of this proposal. The grant proposal has been discussed informally with these agencies and the Authority has the support of its partners to obtain additional funding to make participation in the program more attractive.

⁴ Letter to Authority's Board Chairman dated July 13, 2001



Cynthia J. Hansen
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(858) 268-7881 (fax)

EDUCATION

- San Diego State University
Bachelor of Arts with Distinction in Public Administration, 1997
Applied Arts and Sciences, Public Administration
- Water Conservation Practitioner, Level 1, 1998
American Water Works Association, California-Nevada Section

WORK EXPERIENCE

San Diego County Water Authority

- Water Resources Specialist, Conservation
November 2000 to Present
- Assistant Water Resources Specialist, Conservation
October 1997 to November 2000
- Water Resources Aide
May 1995 to October 1997

QUALIFICATIONS

- Manage the Authority's residential Ultra-Low-Flush Toilet (ULFT) and High-Efficiency Clothes Washer (HEW) voucher programs. These two programs are budgeted at more than \$2.2 million and allow for financial incentives for approximately 30,000 ULFTs and 3,500 HEWs in FY 2002.
- Administered the funding provided by the Metropolitan Water District and the Authority for the City of San Diego's ULFT Rebate Program. This program was budgeted at almost \$1.2 million and allowed for financial incentives for approximately 22,500 ULFTs in FY 2001.
- Managed the Community Based Organization ULFT Distribution Program and oversaw a \$960,000 annual budget.
- Serve on several California Urban Water Conservation Council committees.